



SC-PAY GRADE 9

FINANCIAL REPRESENTATIVE II

Duties and Features of the Class:

This position involves the performance of routine clerical tasks that may be complex in nature. The work requires the exercise of judgment, tact and courtesy in dealing with the public. Primary responsibilities include but are not limited to collecting and processing various forms of payments, working with delinquent customers to arrange for short term payment alternatives to resolving multiple types of past due accounts, billing customers for multiple types of fees and services. This position handles payments during high-volume times, which requires the ability to work efficiently and accurately. The work is performed under direct supervision and is reviewed periodically for accuracy.

Examples of Work:

Computes and collects tax, utility, permit, delinquent penalty amounts and receives check and cash payments and other miscellaneous payments; calculates fees to ensure accurate customer billing and compiles billing data for monthly closings; calculates delinquent penalty amounts; handles the early stages of accounts by assessing the prospect of repayment and arranging repayment schedules with established guidelines; initiates contact with delinquent customers via phone and in person as needed, responds to questions regarding all types of delinquency for stages up to two years; identifies and resolves problematic account situations where appropriate, referring more complex problems to Financial Representative III; utilizes internal collection, accounting and billing systems for all account types; opens and processes incoming mail as well as processing returned mail in accordance with established procedures; compares and verifies totals from operating system with contents of cash register and verifies accuracy and legitimacy of payments received; analyzes data and understands the workflow necessary for account maintenance and corrections; assists with customer and public complaints and answers more in-depth billing questions; resolves problems or discrepancies concerning customers' accounts with minimal assistance; performs clerical tasks such as answering phones, typing, filing and mailing correspondence i.e., late notices to customers who are delinquent; works independently when needed; performs related work as required.

Required Knowledge, Skills, and Abilities:

Effectively communicates ideas and information to supervisor and co-workers; ability to communicate effectively and calmly while handling customer complaints, settling

disputes, resolving grievances and conflicts, or otherwise negotiating with others; advanced knowledge of office practices; ability to solve customer complaints with courtesy and tact; ability to follow oral and written instructions; ability to speak Spanish is desirable; ability to establish and maintain interpersonal relationships as well as developing constructive and cooperative working relationships with the public, coworkers, internal and external customers; calculates daily transactions using either computer, 10-key calculator or manually; accurately balance currency, coin and checks in cash drawers at the end of shift and prepares for deposit; ability to resolve discrepancies and imbalances; knowledge of data entry systems, procedures, and equipment; knowledge of office terminology, business math, and English; ability to navigate various applications within the computer system (including hardware and software); proficient in Microsoft Office Products (Word, Excel, Outlook) to create letters, perform routine calculations and create basic presentations; excellent customer service skills and problem solving skills.

Qualifications:

Minimum High School diploma or G.E.D. with emphasis on office practices or any equivalent combination of education and experience which provides the required knowledge, skills and abilities; excellent customer service skills; minimum of one year experience in the Financial Representative I position or any equivalent combination of education or experience.

Additional Requirements:

- Direct Deposit Required
- Pre-Employment Background Screening
- Pre-Employment Drug/Alcohol Testing
- 35-hour workweek (Monday thru Friday 8:30 A.M. to 4:30 P.M.)

Revised 9/2013